



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY GARRISON
2837 BOYD AVENUE
FORT HUACHUCA ARIZONA 85613-7001

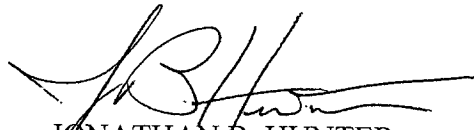
IMSW-HUA-ZA

7 November 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: POLICY 038 – US Army Garrison, Fort Huachuca Customer Satisfaction Feedback

1. Purpose: It is my goal for the US Army Garrison (USAG) to provide exceptional customer service that exceeds expectations to the Fort Huachuca community. To help me accomplish this goal, I need feedback from our Customers. My primary tool for this is the Army's Interactive Customer Evaluation (ICE) system.
2. ICE Description: ICE is an opportunity for you to provide your feedback about USAG services, what you dislike or how you want a service to change. The ICE system is an internet based customer comment card system that provides online reports of customer satisfaction to participating service providers on the Installation. ICE may be accessed thru the following computer network link: <http://ice.disa.mil/>.
3. Applicability: This policy is applicable to authorized users of Fort Huachuca's services. To improve Fort Huachuca's customer service and the well being of our Soldiers and their families, I urge you all to use this system as part of their feedback process to make your needs known.
4. Responsibilities:
 - a. System administration: The ICE system will be administered by the Plans, Analysis, and Integration Office, USAG, Fort Huachuca, Arizona.
 - b. Organizations listed on ICE: All organizations in the Fort Huachuca USAG providing direct services to Soldiers, other employees, area residents, and community members will be included in the ICE system.
5. The proponent for this policy is the Plans, Analysis, and Integration Office, USAG, Fort Huachuca, AZ (520) 533-3295.


JONATHAN B. HUNTER
COL, MI
Commander, US Army Garrison

IMSW-HUA-ZA

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